

[Your Name]  
[Your Address]  
[Your Phone Number]  
[Your Email Address]

[Date]

[Bank Name]  
[Branch Address]  
[City, State, Zip Code]

**Subject: Formal Incident Report - ATM Malfunction**

To the Branch Manager,

I am writing to formally report an incident regarding an ATM malfunction that occurred at your branch.

**Incident Details:**

- **ATM Location/ID:** [Location or Machine Number]
- **Date of Incident:** [Date]
- **Time of Incident:** [Approximate Time]
- **Account Number:** [Your Account Number]
- **Card Number:** [Last 4 Digits of Your Debit Card]

**Description of Malfunction:**

[Explain what happened, e.g., The machine debited my account but did not dispense cash / The machine captured my card / The machine froze during the transaction.]

**Financial Discrepancy:**

- **Amount Requested:** \$[Amount]
- **Amount Actually Received:** \$[Amount]
- **Amount Debited from Account:** \$[Amount]

I have attached a copy of the transaction receipt (if available) and a screenshot of my bank statement showing the pending/completed transaction. I request that you investigate this matter, review the ATM's internal logs/surveillance, and credit the missing funds back to my account as soon as possible.

Please provide me with a reference number for this claim and an estimated timeline for resolution. I look forward to your prompt response.

Sincerely,

[Your Signature]

[Your Printed Name]